

# Out of school

## Expectations of children, parents & Staff

### Candystripe Parent Charter

- You and your child should be greeted everyday with a smile.
- You and your child should be treated with courtesy and politeness at all times.
- Your child will have a team of staff who will learn and understand your child's individual needs.
- Your child should be left in a clean and safe environment, risk assessments will be done by all the staff on duty.
- Your child will be provided with a healthy and varied snack.
- Your child will be provided with a secure environment, it will be stimulating and challenging.
- Your child will be offered a variety of age and stage related activities.
- Your child will be encouraged to participate in activities, they will then take the lead and the play workers will overview children's play or enhance when needed.
- Your child will learn and develop through PLAY.
- **Most importantly your child should be happy**

### Candystripe Customer Service Charter

As a customer or staff member of Candystripe.inc you should accept the following customer service:-

- Welcoming to everyone,
- To be greeted with a hello or a smile.
- To offer assistance and help where required
- To answer questions in a courteous manner. If you are unsure of the answer say that you will find out. Do not say I Do Not Know.
- To have knowledge of all Candystripe.inc products and prices.
- To know all parents and children's names within 24 hours of a new family starting.
- To share ideas with parents and colleagues that will improve the service and standards in the Settings.
- To support the office and explain the phones can be really busy but all calls are returned and please understand parents not always in at the call back time.

### Candystripe Behaviour Charter

- Children and adults must be polite and respectful at all times.
- Children and adults must not shout, bite, kick or name call.
- Children and adults must not swear or use abusive behaviour.
- Children and adults must respect each other
- Children and adults must help one and other wherever possible.
- Children and adults must treat others the way in which they wish to be treated.

### Candystripe Emergency work Charter

An emergency work charter has been developed in the event of unexpected staff shortages such as a number of staff sicknesses.

- It is the manager's responsibility to ensure staff ratios are maintained at all times.
- It is the responsibility of the manager to move staff around at short notice and ensure all involved are aware of the move.
- All staff will support and understand the need to be moved at short notice and not question the manager.
- Sometimes it may be that a staff member is running late and the manager cannot move anybody for the short term, it will be down to the leader to do some group activities until staffing ratios are maintained.
- If the manager cannot move any staff at all she will step in and help at any club as will the directors in an emergency.

If it comes to a point that we have too many staff of sick and the manager cannot cover the sickness and ratio's are being jeopardised the leader and manager will work together to ensure all parents and carers are contacted and informed of the situation. The manager will also contact Ofsted and put it in writing as well.

### Candystripe Out of School Club Charter

- Children will be encouraged to put their book bags, school bags etc in the crates provided.
- Children will be asked to do self registration upon arrival.
- Staff will also sign children in and out on the register.
- Please speak to staff as you would like to be spoken to.
- Please liaise with staff if you have any questions and queries. (constructive suggestions are always welcome)
- Parents please share ideas and wishes for the way you would like us to care for your child.
- Please adhere to Candystripe.inc health and safety policy whilst on the premises. E.g. ensuring the doors are shut etc.
- Please adhere to the opening and closing times of candy stripe and do not take advantage of the staff's personal time.
- Please pay bills promptly in advance on the 1<sup>st</sup> of every month. Payment is taken by direct debit from your bank account on the 1<sup>st</sup> or by the 15<sup>th</sup> of each month by standing order). Payment queries to be dealt with in writing only.
- Late payment charges may apply.
- Admin fees will be added for those not paying by DD, SO or voucher.

### Candystripe Activities Service Charter

- Planning will take place on a weekly basis and this will involve the children and staff at each club.
- Planning is not set in stone and this will change according to meet the children's needs and moods.
- There will be a focused activity at each session e.g. baking, celebrating a festival, sports etc.
- There will be a variety of activities on offer at each session, these will be age and stage related.
- Resources for activities will be readily available at all times.
- New resources will be well thought out and ordered in advance.
- Activities will be child lead and the staff will help when needed but will not take over children's play they will support and enhance it.
- All area's to be cleaned after each session ready for the next activity

### Candystripe Snacks Charter

- Children and adults must wash their hands prior to snack time
- Children and adults must line up in single file at the snack area and wait patiently.
- Children and adults will sit in the designated area.
- Children and adults will sit nicely at the table.
- Children and adults will clear away after themselves when they have finished.
- Children and adults will say please and thank you when asking for drinks and snacks.
- Children will be asked to sit with arms on legs if the noise level rises.
- Children and adults will be involved in evaluating the snack menu every 6 months.
- Children and adults will be able to have juice throughout the session when required.